Arrangements for over-night stay of Passengers at Hyderabad Airport

4893. SHRI V. HANUMANTHA RAO : Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state :

(a) whether there is a proposal to arrange for over-night stay of passengers at Hyderabed airport;

(b) whether it is a fact that people come from distant places in Andhra Pradesh to use Hyderabad airport; and

(c) what is the arrangement for air passengers to take rest when flights are unduly delayed or cancelled at Hyderabad airport ?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI GHULAM NABI AZAD) : (a) There is no such proposal.

(b) Yes, Sir.

(c) Passenger lounges and ancillary facilities have been provided in the Terminal Buildings for the convenience of passengers. In case of delay/cancellation of flights, the air lines concerned make arrangements for the stay of passengers.

Telephone enquiries of air passengers at Hyderabad airport

4394. SHRI V. HANUMANTHA RAO : Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state :

(a) whether it is a fact that Indian Airlines employees are not very prompt in answering passenger queries at Hyderabad airport on phone;

(b) whether there is a supervisor to ensure that phones are kept operating and passengers properly answered.

(c) whether there is any system of checking that Indian Airlines employees at Hyderabad wilfully keep enquiry phones off the receiver; and

(d) if so, the role of the Station Manager in ensuring that such harassment is not routine for passengers, anxious to obtain latest information at Hyderabad airport ?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI GHULAM NABI AZAD) : (a) Yes, Sir.

(b) and (c) Yes, Sir. Regular supervision is ensured by the Duty Managers and Duty Officers to ensure that the phones are not kept off the hook and are properly answered by the operating staff. Further the Airport Managers, Reservation Managers and Station Managers as well as the travelling senior staff monitor the functioning of the supervisory staff and officers.

(d) Station Manager is the overall incharge of the station and supervises the Airport Managers and Reservation Managers to whom Duty Officers and Operation Staff report. He also makes periodic visits to the various locations where there is passenger handling or dissemination of flight information.

बम्बई, अहमदाबाद, इन्दौर भोपाल, कलकत्ता विमान सेवा का फिर से शुरू किया जाना

4895. **श्री कैलाश नारायण सारंग :** क्या नागर विमानन और पर्यटन मंत्री यह बताने की कृपा करेंगे कि :

(क) क्या यह सच है कि मध्य प्रदेश के निवासियों को विमान यात्रा सुविधा उपलब्ध कराने के लिए इंडियन एयरलाइंस द्वारा सप्ताह में दो दिन बम्बई, अहमदाबाद, इन्दौर, भोपाल, कलकत्ता विमान सेवा का प्रचालन किया जा रहा था;

(ख) क्या उक्त सेवा का प्रचालन अभी भी किया जा रहा है; यदि नहीं, तो इसे बन्द करने के लिए क्या कारण है; और

(ग) क्या सरकार मध्य प्रदेश के लोगों की मांग को ध्यान में रखते हुए इस सेवा को फिर से चालू करने के लिए कोई व्यवस्था करेगी; यदि हां, तो कब तक यह सेवा आरंभ हो जाएगी ?

नागर विमानन और पर्यटन मंत्री (श्री गुलाम नबी आजाद) : (क) जी, हां ।

(ख) 10 दिसम्बर, 1992 से विमान-चालकों की हड़ताल के कारण इस सेवा को बन्द कर दिया गया था ।